Installing Citrix

Steps	Screen
1) Go to receiver.citrix.com.	
2) Click on **Download Receiver for Windows.**	
3) When you click **Download Receiver,** you will click **Save File.**	
4) Once the download appears, click on the download in order to start the installation.	
5) Click **Run.**	

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6)	Click **Next**.	
7)	Check the box to **Accept the License Agreement.** Then click **Install.**	
8)	Click **Finish**.	
	You have successfully installed Citrix. Restart your computer to ensure a successful installation.	

Installing Java
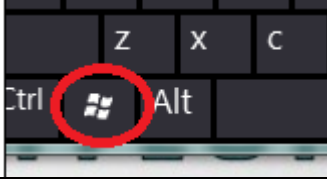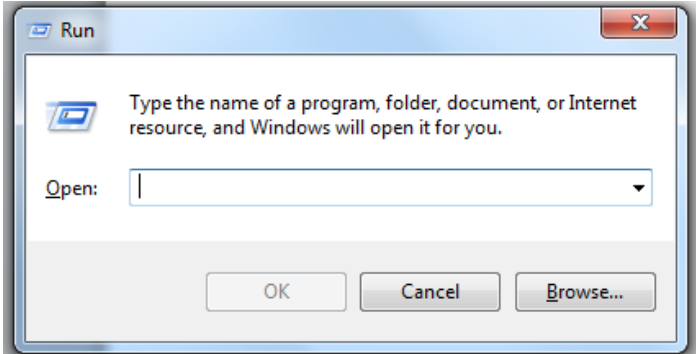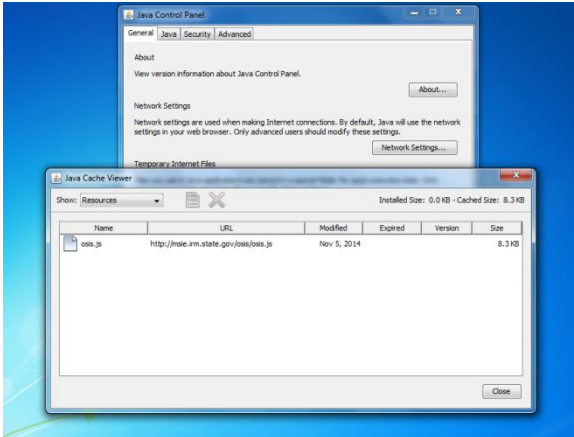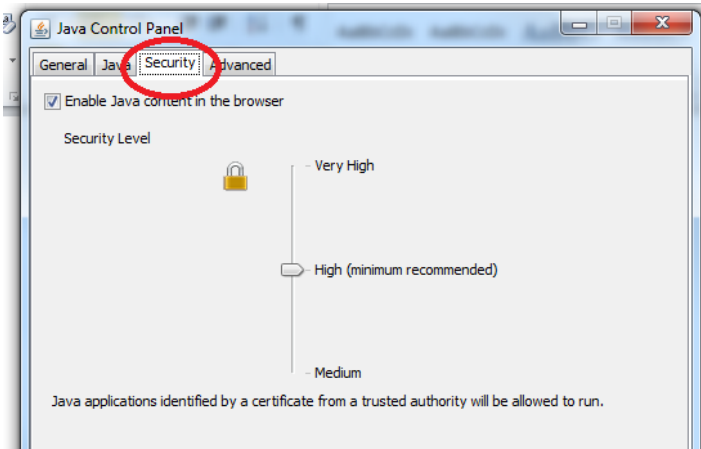
Steps	Screen
1) Go to www.java.com and click on **Free Java Download.**	
2) Click **Agree and Start Free Download.**	
3) Click **Save File.**	
4) In the top right hand corner, click on the arrow pointing down to open the list of downloads. Click on the most recent download (this should be **jxpiinstall.exe** but may be named something else).	
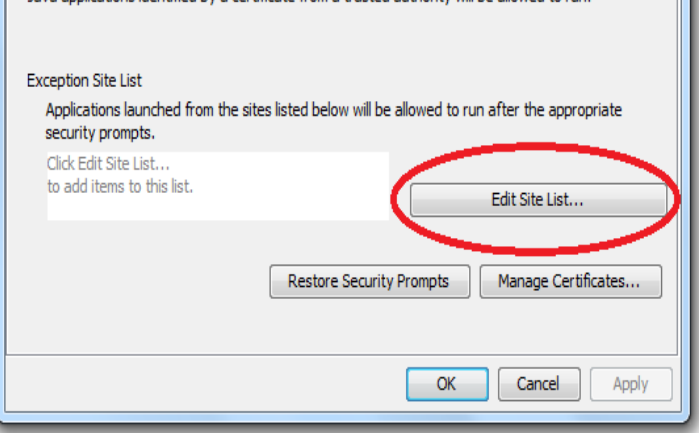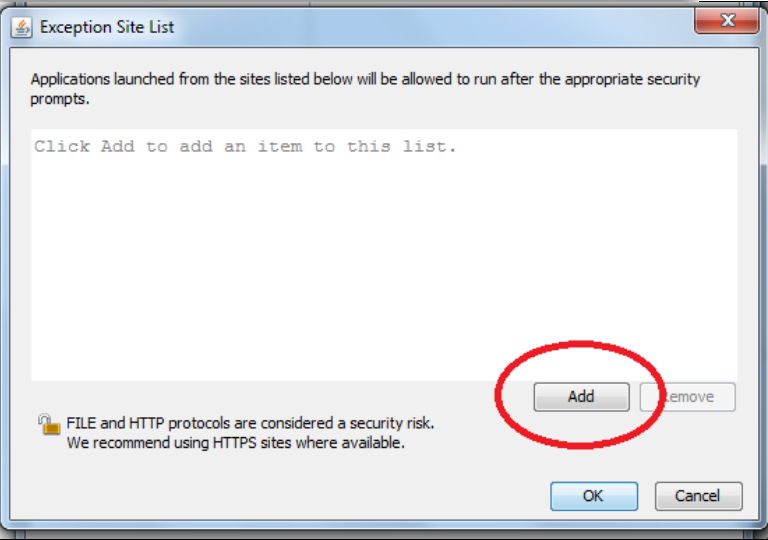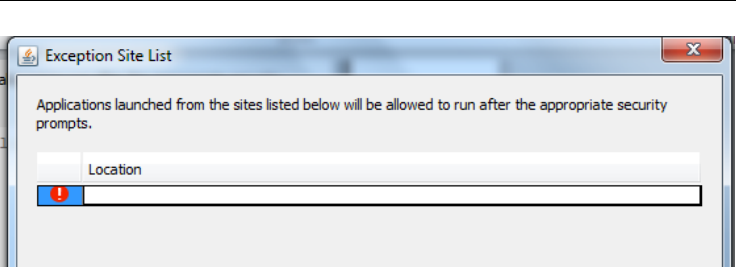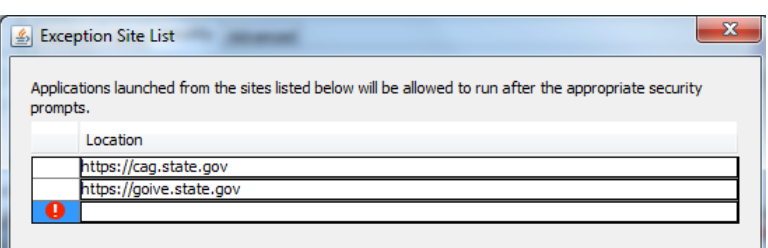
5) The Java Setup- Welcome page will appear. Click **Install.**	
6) Make sure that the boxes for "Set Ask as my default search provider" and "Set Ask.com as my browser home page and new tabs page" are **UNCHECKED.** Once unchecked, click **Next.**	
7) ***If you do see this screen, make sure the Restore Java Security Prompt is checked then click **Next.** If not, skip to step 8.***	
8) Click **Close.**	
You have successfully installed Java. Click **Close**. Restart your computer to ensure that the program has successfully been installed.	

Configuring Java

Steps	Screen
1) Click on the **windows button** located on your keyboard along with the letter "r".	
2) This will open up the Window's run command. In the **Open:** field enter in javaws -viewer (note: there is only one space between **s** and **-**; and no space between the – and viewer).	
3) This should open up the **Java Control Panel** and the **Java Cache Viewer.** (Exit out of the **Java Cache Viewer** to access the **Java Control Panel).**	
4) In the **Java Control Panel,** click on the **Security** Tab.	
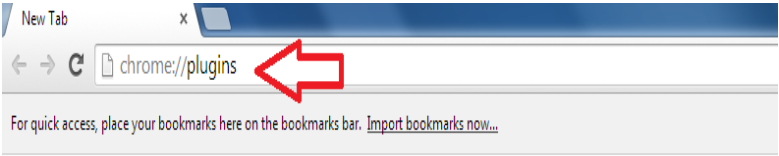
5)	On that page, click on **Edit Site List.**	
6)	The **Exception Site List** will open. Then click **Add.**	
7)	In the field where the ⚠ is located type in the following and click **Add:** a) https://cag.state.gov b) https://goive.state.gov	
(Note: If these links are entered correctly, the ⚠ will disappear from those links.) Click **OK.**		
Now your Java has been successfully configured.		

Configuring Plug-Ins

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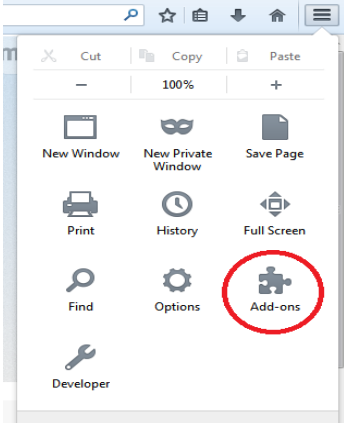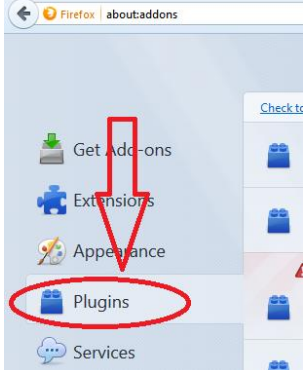
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Configuring Plug-Ins on Chrome

Steps	Screen
1) Open Chrome.	
2) In the address bar, type in the following: **chrome://plugins** and press enter.	
3) Locate the **Citrix Receiver Plug in** and **Java(TM)**. Click the option **Always allowed** for both.	
4) Next, type: **chrome://flags/#enable-npapi** in the URL bar Click the **Enable** link for the Enable NPAPI configuration option Click the **Relaunch** button that now appears at the bottom of the configuration page For instructions and more information regarding this workaround please go to: https://java.com/en/download/faq/chrome.xml#npapichrome	
You may close the browser now and the settings will be saved.	
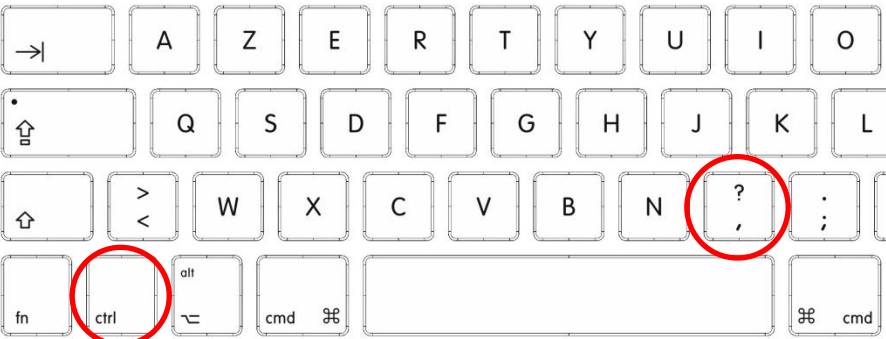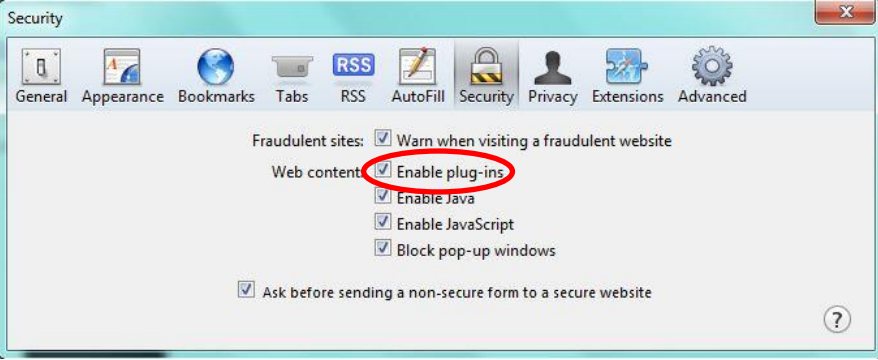
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Configuring Plug-Ins on Firefox

Steps	Screen
1) Open Mozilla Firefox.	
2) On the upper right hand corner of the browser, click on the Menu button (It has 3 horizontal lines).	
3) A drop down menu will appear, select the icon that says **Add-Ons**.	
4) On the left side, click on the tab **Plugins**. A list of all of your plugins will appear.	
5) Locate the plugin **Java (TM) Platform** and set the plugin to **Always Activate.**	
6) Repeat this process for any plugins with the word **Citrix**.	
You may close the browser now and the settings will be saved.	

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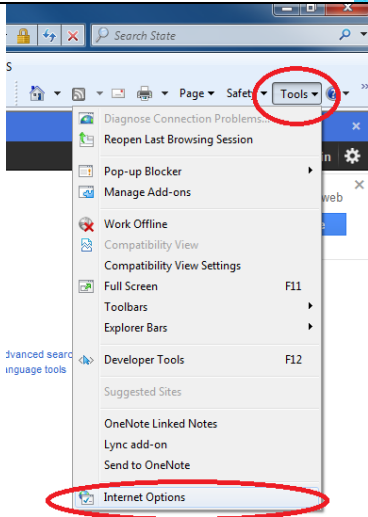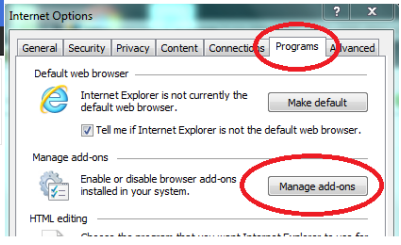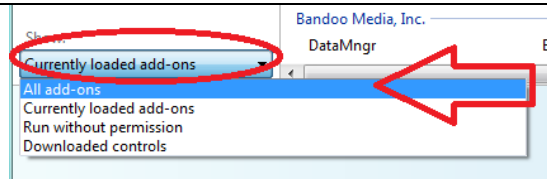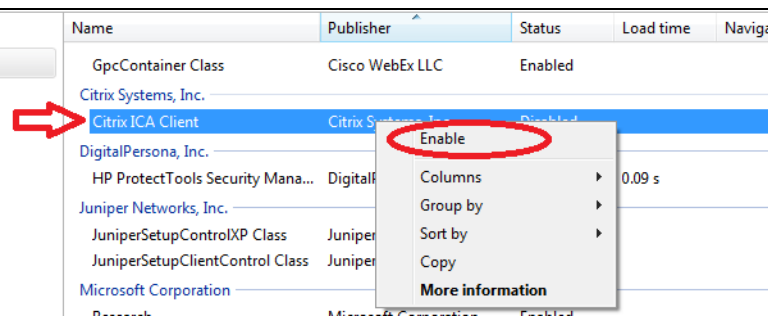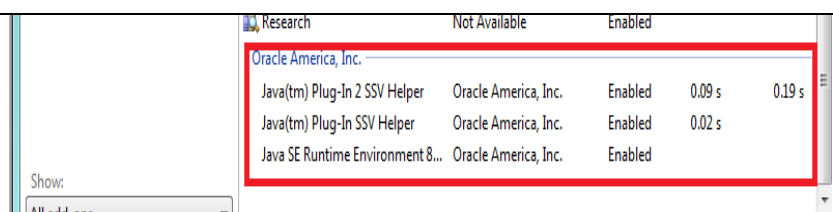
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Configuring Plug-Ins on Safari

Steps	Screen
1) Open the Safari Browser.	
2) Press the **Ctrl** key & comma (,) to open up the preferences menu on Safari.	
3) Click on the **Security** tab. Under the Security Tab, check **Enable plug-ins**.	
Click **Done**. Your Java and Citrix settings are now configured.	

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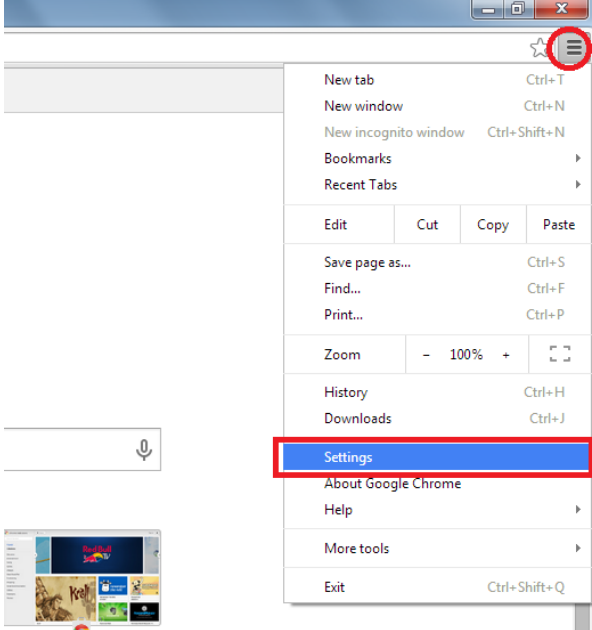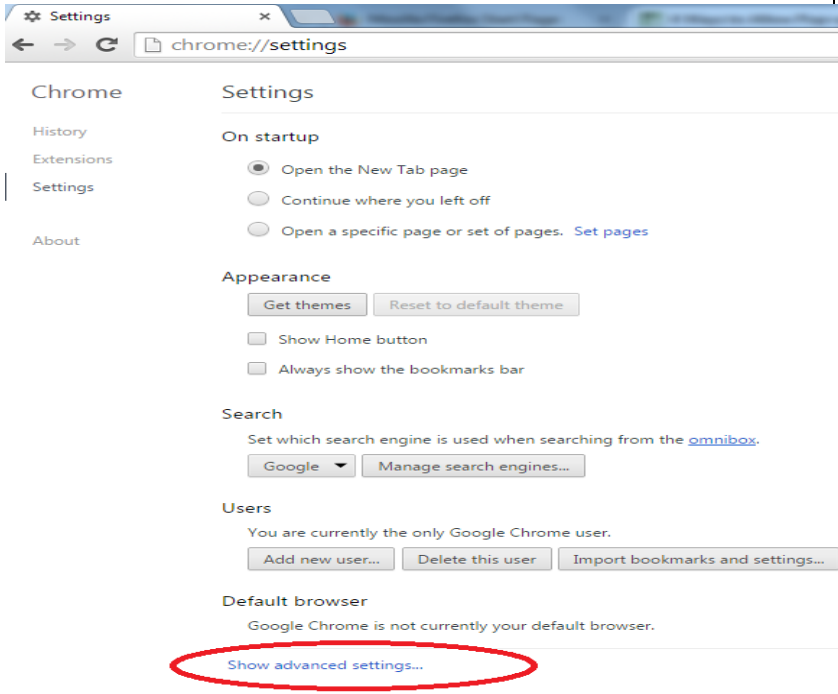
Configuring Plug-Ins on Internet Explorer

Steps	Screen
1) Open **Internet Explorer**	
2) On the upper right hand corner of the browser, click on **Tools.** A drop down menu will appear. Select **Internet Options.** 3) Click on **Programs** and then click on **Manage Add-Ons**	
4) Once the Manage Add-on page loads, make sure that the *Currently Loaded Add-ons* is changed to **All Add-ons.**	
5) Locate anything that says **Citrix** (or **Citrix ICA Cilent**) . Right click on Citrix ICA Client, and click on **Enable**.	
6) Repeat the same process (Right click and **Enable**) on all Java (**Java TM/SE/etc.**)	
Click Close to close out of Manage Add-Ons. Click OK to close out of Internet options. You may close the browser now and the settings will be saved.	
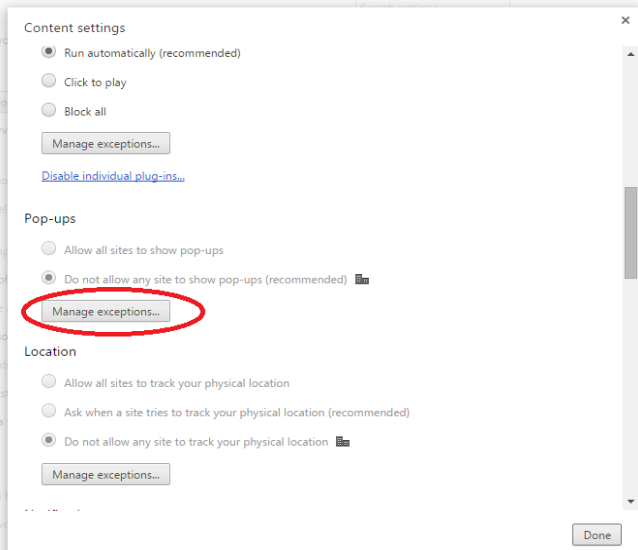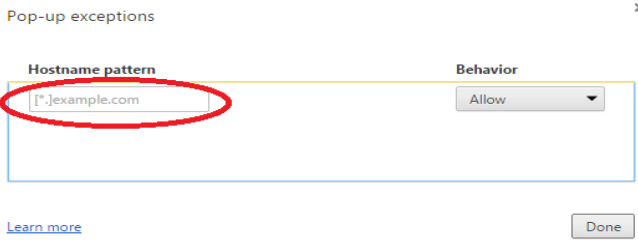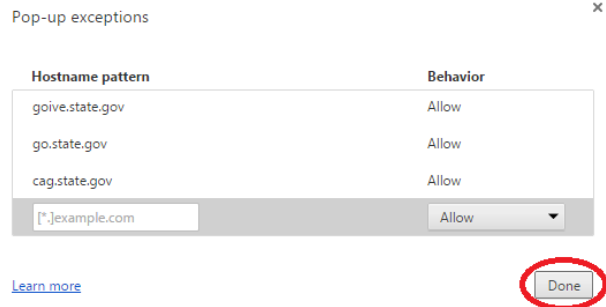
Disabling Pop-Ups

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Disabling Pop-Ups for Chrome
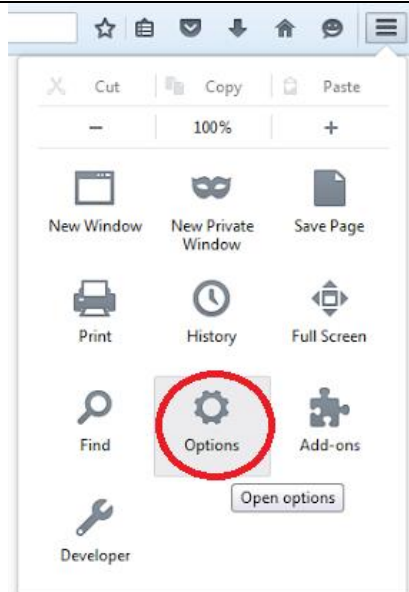
Steps	Screen
1) Open the Google Chrome browser.	
2) On the upper right hand corner, open the Menu button (☰) then click **Settings.**	
3) Under **Settings**, scroll down and click on **Show Advanced Settings…**	
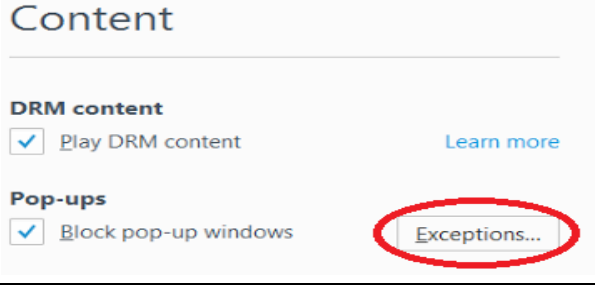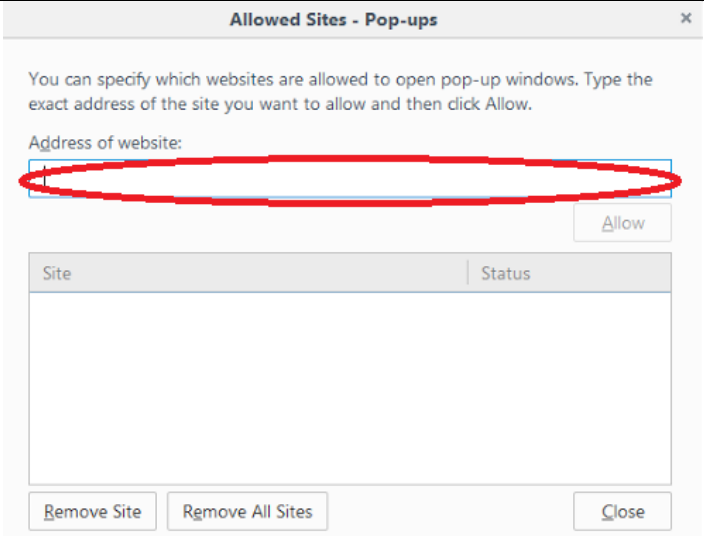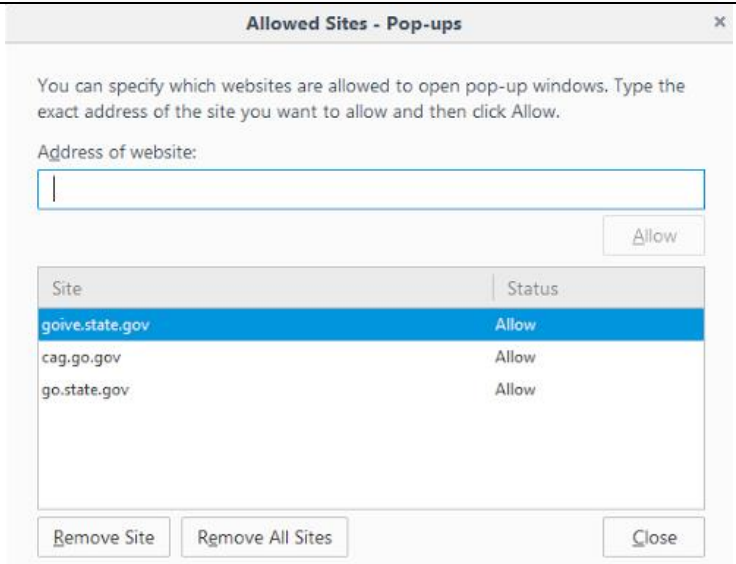
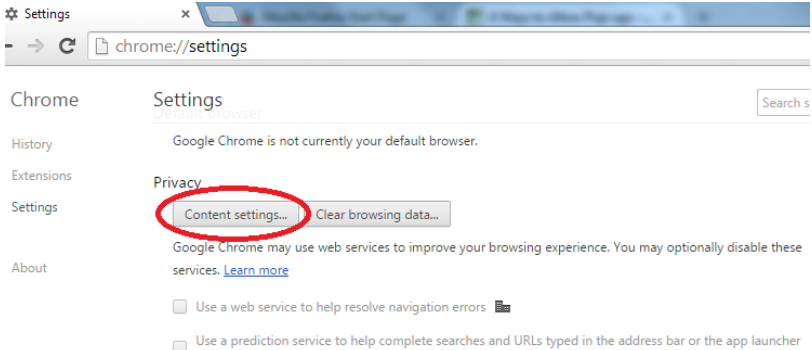|		
4)	Under **Privacy,** click on **Content Settings.**	
5)	The content settings menu will open. Scroll down to Pop-Ups and click **Manage exceptions…**	
6)	In the field [*.]example.com, enter the following and press enter: a) https://go.state.gov b) https://cag.state.gov c) https://goive.state.gov	
7)	The pop-up exceptions list should look like this. Then click **Done.**	
Exit out of the menus and browser.		

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Disabling Pop-Ups for Firefox
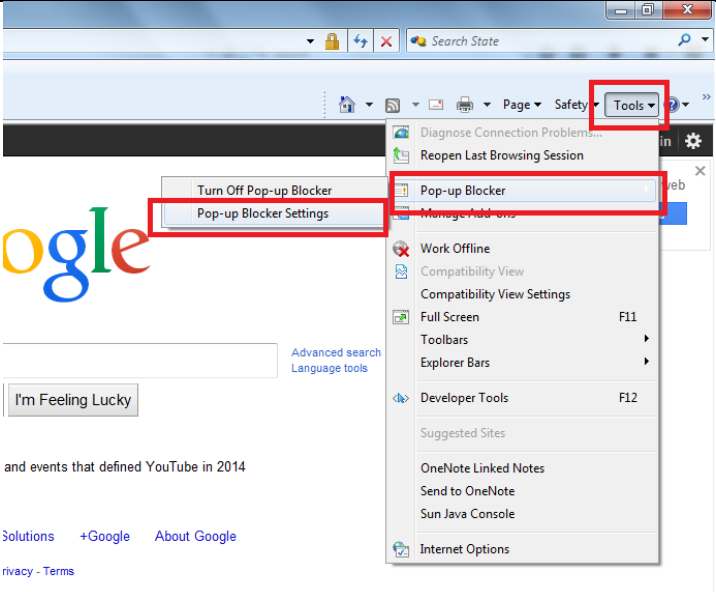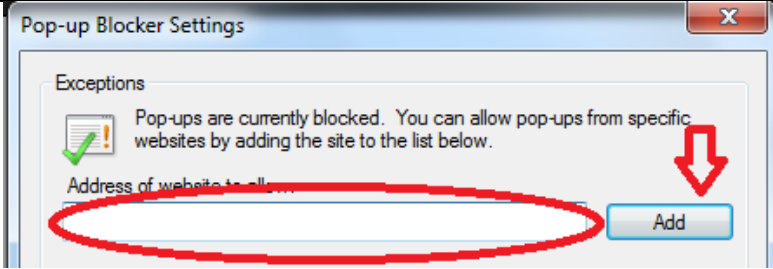
Steps	Screen
1) Open the Firefox Browser.	
2) On the upper right hand corner of the browser, click on the Menu button (It has 3 horizontal lines).	Welcome to Firefox Committed to you, your privacy and an open Web.
3) A drop down menu will appear- select the icon that says **Options**.	Cut Copy Paste — 100% + New Window New Private Window Save Page Print History Full Screen Find Options Add-ons Open options Developer
4) On the left hand side, tabs will appear. Select **Content.**	Firefox about:pr General Search Content Applications Privacy

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5) While you are in contents, click **Exceptions –** located next to Pop-Ups	**Content** **DRM content** ✓ Play DRM content — Learn more **Pop-ups** ✓ Block pop-up windows — (Exceptions...)
6) The **Allowed Site- Pop Ups** menu will appear. In the field **Address of Website**, enter the following then click **Add:** a)https://go.state.gov b) https://cag.state.gov c) https://goive.state.gov	Allowed Sites - Pop-ups You can specify which websites are allowed to open pop-up windows. Type the exact address of the site you want to allow and then click Allow. Address of website: Allow Site / Status Remove Site / Remove All Sites / Close
7) A list of allowed sites should appear like so. Click **Close.**	Allowed Sites - Pop-ups You can specify which websites are allowed to open pop-up windows. Type the exact address of the site you want to allow and then click Allow. Address of website: Allow Site / Status goive.state.gov / Allow cag.go.gov / Allow go.state.gov / Allow Remove Site / Remove All Sites / Close
	Exit out of the Options menu.

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Disabling Pop-Ups for Internet Explorer

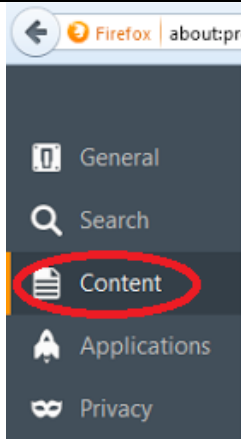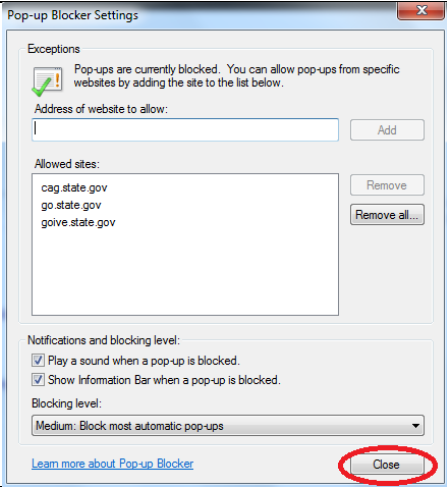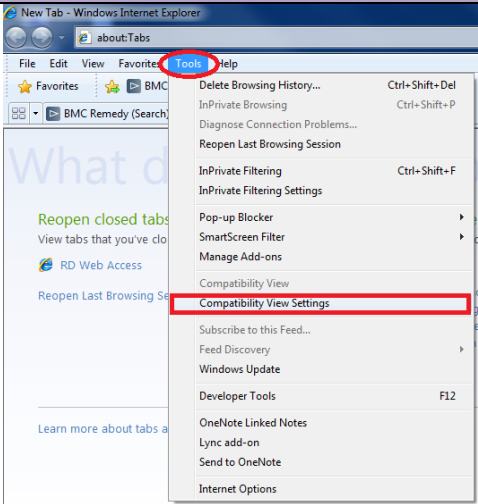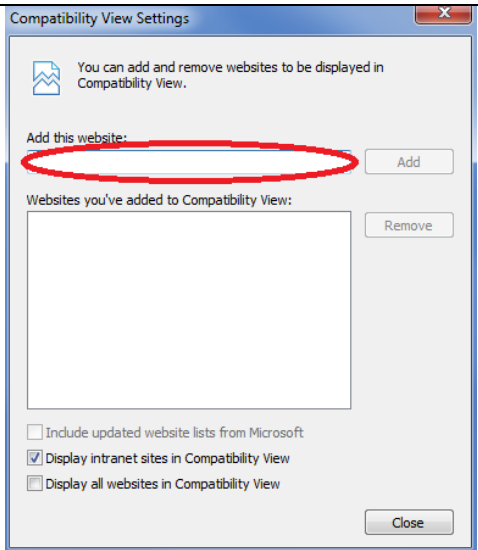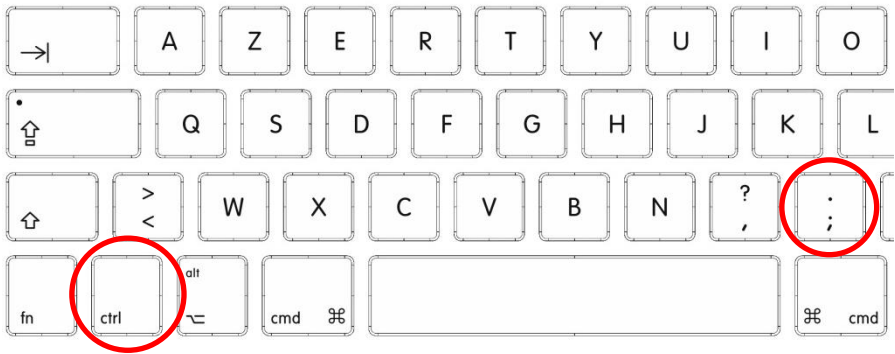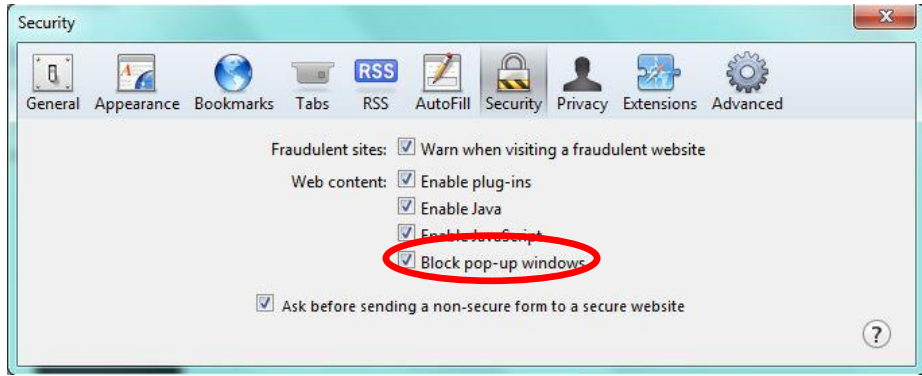| Steps	Screen
1) Open up Internet Explorer.	
2) At the top of browser, click on **Tools.** Then click on **Pop-up Blocker.** Then click **Pop-up Blocker Settings.**	

3) This will open the Pop-Up Blocker Window.
 	
4) In the field that says **Address of websites to allow**, enter the following then click **Add:**
  a. https://go.state.gov
  b. https://cag.state.gov
  c. https://goive.state.gov	

5) Once completed, a list of allowed sites should appear like so. Then, click **Close.**	
6) Close out of the browser.	

User Guides for Global OpenNet (GO) Setup for Windows 7

** In the event, that you do not have a successful log on to GO using Internet Explorer, please follow these steps:**

Steps	Screen
1) Open internet explorer. On the top left hand corner of the browser, select **Tools**. A drop down menu will appear. Select **Compatibility View Settings**.	
2) In the field that says **Address of websites to allow**, enter the following then click **Add**: a. https://go.state.gov b. https://cag.state.gov c. https://goive.state.gov *Note: All of these individual links will appear under "**state.gov**" under *Websites you've added to Compatibility View.*	
In the event that you are still unable to log into GO, go to **https://cag.state.gov** and log in.	

Disabling Pop-Ups for Safari

Steps	Screen
1) Open the Safari browser.	
2) Press the **Ctrl** key & comma (,) to open up the preferences menu in Safari.	
3) Under the security tab, make sure that **Block pop-up windows** is NOT checked.	
4) Exit out of the menus and browser.	

Java and Citrix installations are complete!

Web browser configuration is complete!

You are ready to access GO!